

DOI Work Activity 82: Operate and Maintain IT Investments

Program Area:	Indirect Cost
End Outcome Goal:	Not applicable
Intermediate Outcome:	Not applicable
DOI Sub process:	5b - Sustain Organizations

Examples/Notes:

Work Activity Description: Operate and Maintain IT Investments (DOI Work Activity 82) is to be used when an IT investment is **operational (steady state)** after formal acceptance. This means the IT investment or useful segment/module of an IT investment has been delivered, deployed, and is performing the mission. Tasks required to manage an investment in operations and maintenance are reported under this activity, including performance monitoring and reporting performed by an operational analysis. This activity includes retirement/disposal costs of the investment, which is the final phase in the life cycle of the investment.

Reporting under this activity correlates to the operations and maintenance component of the IT investment reporting for individual investments, systems, or projects planned in Exhibit 300 and parts 1, 2 or 4 of Exhibit 53 and the Steady State Phase of the Capital Planning and Investment Control Process.

Operate and Maintain IT Investments (DOI Work Activity 82) includes government and contractor personnel costs, supervision and management of these functions over the life of the IT investment after full acquisition is complete, including direct and indirect periodic or continuing costs of operation, maintenance, and management.

Use Operate and Maintain IT Investments (DOI Work Activity 82) for:

- Conducting any functions directly related to operation of the IT investment
- Operations Center functions
- Administrative and technical support personnel, product and service (both federal and contractor) costs that are in direct support of the IT investment
- Planning, coordinating, scheduling, and conducting recurring training of users, administrators, customers, and stakeholders for operation, use and maintenance
- Project management functions that ensure the IT investment is still performing according to established cost/financial and performance metrics including gathering, analysis and reporting of those metrics
- System support services and maintenance
- Planning and executing normal, planned technology maintenance, upgrades, replacement, and disposal
- Conducting data capture functions directly related to operation of the IT investment
- Customer support and services (evaluating change requests, Help Desk or similar support)
- System backups and database backups
- Configuration and change management costs
- Monitoring systems and tuning for efficiency
- COTR and contract functions

This work activity does NOT include routine use of systems by end users.

This work activity is NOT to be used to report significant modernization or major enhancement to steady state projects – use DOI Work Activity 80 - Plan IT Investments and DOI Work Activity 81 -

Acquire IT Investments for any Development, Modernization and Enhancement (D/M/E) reported in DOI's IT Investment Portfolio (OMB Exhibit 53).

This work activity is **NOT** to be used to report CPIC or project management program costs which are to be reported under DOI Work Activity 85 – Perform Capital Planning and Project Management. Do not use this program element for costs planned in part 3 of the Exhibit 53.

All aspects of operations and maintenance for IT Security are to be reported under DOI Work Activity 83 - Secure IT (83).

Output: NA	Unit of Measure: NA
Inputs:	Cost Drivers:

System Interfaces:

DOI Program Area Contact: Ron Shepherd (OS/OCIO)